



**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease,*  
Seminar held March 9, 2012**

***"This was one of the best presentations I have ever attended."***

Connie Anderson, Owner/Operator, Sundre location

***"Excellent presentation from start to finish! This will become one very important tool for interacting with my customers."***

Don Mckee, Owner Pembina location

***"Great job. This is an area all our staff needs to work on towards excellent customer service."***

Billy Bentley, Owner, Clavet location

***"Awesome. I will review and not say 'speaking' on the telephone when I answer it. Less babbling, get to the point and word our messages more positively."***

Patrick Tardif, Manager, Ponoka location

***"Good job. Customer service means building a trust relationship from start to finish. I will use the tools I learned here today."***

Gerald Husch, Manager, Dawson Creek location

***"I will incorporate this into my language at work and at home."***

D. Plett, Owner, Fisher Branch location

***"Excellent. I will share these tips with my sales people, our customers and suggest these to my dealers too."***

Barry Sommert, Sales Manger, DT Tire Distribution

***"I will use what I learned to improve my approach with customers in tough situations."***

Roland Bouliane, Manager, Edson location

***"I will implement right away with staff. Small changes in wording can build trust and put customers at ease."***

Brian Wilson, Owner/Operator, North Vancouver location